Clara Ship!

CRM CASE STUDY

Question Policy

- Got questions? Ask ‘em any time!

Overview

- Objectives
- Critical Skills Review
- Case Study Focus Skill
- Synopsis
- Focus Questions

Objectives

- Terminal Objective:
  - Understand the importance of effective communication within the aircraft
- Enabling Objective
  - Explain how effective communication and ineffective communication can impact performance in the aircraft

Crew Resource Management

- Allows crew to interact effectively while performing mission tasks
- A program to effect behavior modifications in order to prevent human factor and crew preventable errors
- To improve mission effectiveness through increased awareness of associated behavioral skills

CRM Critical Skills Review

- Decision Making (DM)
- Assertiveness (AS)
- Mission Analysis (MA)
- Communication (CM)
- Leadership (LD)
- Adaptability/Flexibility (AF)
- Situational Awareness (SA)

Case Study Focus Skill

COMMUNICATION

- The ability to clearly and accurately send and receive information, instructions, or commands; and provide useful feedback

Process of Communication

- Sender's responsibilities
  - Communicating information clearly, accurately,
    concisely, and in a timely manner
  - Requesting verification or feedback
  - Verbalizing plans
- Receiver's responsibilities
  - Acknowledge communication
  - Repeat information
  - Paraphrase information
  - Clarify information
  - Provide feedback

Why is communication important?

- Conduct effective missions
- Avoid mishaps
- Pass information from one person to another
- Maintain group situational awareness

Overcoming Barriers

- Use active listening techniques
- Require feedback
- Use appropriate mode of communication and decibel level
- Use standard terminology

Synopsis

- CVN-72 FDC, SoCal, Jan ’08
- VRC-30 DET II Providing COD support
  - Nugget at controls, DET OIC/AC Right Seat
- High priority part onboard
- OPAREA:
  - Expected: P5S, ~100 NM SW of NAS North Island
  - Actual: P2, ~ 170 NM SW of NAS North Island
- WX:
  - Forecast: SCT 020
  - Reported by ‘Mom’: OVC 800, SHRA
- Sea State: Moderate, deck +/- 8’

Synopsis

- CASE III Recovery
  - Further impacts fuel state
- PAC’s Windshield wiper inop
  - “I can’t see anything”

JCO

Synopsis

- PNAC doesn’t understand how badly visibility of PAC is restricted and directs “continue”
- PAC waves off just prior to landing
- Air Boss directs CASE I recovery.
- Aircraft recovers by LSO talk-down just prior to BINGO fuel state.

Focus Questions

- What are some examples of poor communication highlighted in the case study?
- What are some examples of good communication highlighted in the case study.
- What other CRM skills were present?

Remember

- The greatest enemy of effective communication is the illusion of it
- Effective communication is vital, both inside and outside the cockpit
- Be aware of barriers to communication and attempt to overcome them

Questions?